

1997 SERVICE MEASURES

NOTE: The Service Measures reported in this book have been adjusted. Prior to May results, the data was collected through temporary programming. In May the permanent programming was put in place.

The changes are primarily in four measurements: Reports Per 100 Access Lines, Repeats, % Commitments Met Repair, and Average Receive to Clear. The major impact was the adjustment in Repeat Reports.

We are in the process of accessing the validity of the thresholds in the light of the permanent system changes that are now in place.

Contact: Ken Meinhardt
913-624-3664

'MAY 1997' PERFORMANCE

	Mid-Atlantic	Southern	North Central	Western- (Total)	Western- Midwest	Western Nevada/NW	LTD
Responsiveness:							
Repair							
% ANSWERED/20 SEC	91.4	87.6	89.7	90.4	91.7	87.7	89.9
% ACCESSIBILITY	98.2	99.3	92.5	98.8	98.2	100.0	97.5
% COMMITMENT MET	91.6	97.3	94.0	93.0	93.3	92.5	93.5
AVG REC TO CLEAR	12.4	10.5	11.3	13.0	14.0	11.4	12.0
Business Office							
% ANSWERED/20 SEC	36.9	85.4	90.5	55.8	77.2	42.5	62.3
% ACCESSIBILITY	49.8	96.3	99.3	87.3	72.5	99.9	67.4
Installation							
% COMMITMENT MET	98.1	99.4	98.6	97.4	98.5	96.5	98.4
AVG COMPL DAYS W/O 'R'	4.0	3.6	3.7	4.4	2.8	5.0	3.9
AVG COMPL DAYS W 'R'	8.1	10.2	7.7	7.0	4.9	10.6	8.0
Reliability:							
% INSTAL W/O REPAIR 5 DAYS	90.7	94.4	93.5	90.5	90.3	90.6	92.2
CUST TRBL RPTS/100 AL	4.01	2.42	2.68	3.39	4.23	2.56	3.16
% REPEATED TRBL RPTS	23.7	19.1	18.5	23.7	23.6	23.8	21.8
Overall Performance:							
% CPS EXCELLENT	54.9	58.1	54.0	49.0	50.0	47.3	53.5

'MAY 1997 YTD' PERFORMANCE

Responsiveness:							
Repair							
% ANSWERED/20 SEC	91.7	91.3	91.9	88.9	89.8	87.3	91.0
% ACCESSIBILITY	99.6	99.1	97.6	96.6	94.9	100.0	98.4
% COMMITMENT MET	90.4	95.6	93.6	92.6	93.4	91.5	92.7
AVG REC TO CLEAR	13.4	10.4	12.6	12.8	13.5	11.8	12.5
Business Office							
% ANSWERED/20 SEC	67.3	83.5	89.5	71.9	88.4	60.7	76.3
% ACCESSIBILITY	76.8	99.2	99.3	95.0	88.7	99.9	87.8
Installation							
% COMMITMENT MET	98.6	99.1	98.6	97.7	98.5	97.0	98.5
AVG COMPL DAYS W/O 'R'	4.7	4.2	4.2	4.8	2.8	5.9	4.5
AVG COMPL DAYS W 'R'	8.7	10.9	8.0	7.4	5.1	11.3	8.6
Reliability:							
% INSTAL W/O REPAIR 5 DAYS	89.4	93.5	92.9	90.6	91.0	90.4	91.4
CUST TRBL RPTS/100 AL	4.02	2.79	2.48	3.19	3.90	2.49	3.17
% REPEATED TRBL RPTS	23.8	19.8	18.7	23.3	23.6	22.9	21.9
Overall Performance:							
% CPS EXCELLENT	54.2	56.3	52.6	48.5	49.2	47.3	52.5

Shaded Numbers = YTD Avg Below 'Meets Expectations'

06/13/97

1997

SPRINT/MID-ATLANTIC OPERATIONS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	1997 YTD AVG	<div> '97 OBJECTIVE MEETS EXCEEDS EXCELLENT </div>		
Responsiveness:																
Repair																
% ANSWERED/20 SEC	92.3	92.9	91.2	90.9	91.4								91.7	≥88.0	>92.3	>93.7
% ACCESSIBILITY	100.0	100.0	100.0	100.0	98.2								99.6	>96.5	>98.1	>99.6
% COMMIT MET	88.8	91.0	88.8	91.8	91.6								90.4	>81.8	>84.4	>87.1
AVG REC TO CLEAR	15.0	12.9	14.4	12.1	12.4								13.4	<16.7	<14.0	<11.3
Business Office																
% ANSWERED/20 SEC	80.8	84.6	71.5	65.0	36.9								67.3	>79.7	>85.7	>91.8
% ACCESSIBILITY	95.1	96.9	83.5	84.8	49.8								76.8	>87.4	>92.8	>98.3
Installation																
% COMMIT MET	99.0	98.9	98.6	98.4	98.1								98.6	>98.7	>98.9	>99.1
AVG COMPL DAYS W/O 'R'	7.1	4.4	4.3	4.0	4.0								4.7	NA	NA	NA
AVG COMPL DAYS W 'R'	10.3	8.5	8.4	8.1	8.1								8.7	NA	NA	NA
Reliability:																
% INSTAL W/O REPAIR	87.6	87.2	90.7	90.8	90.7								89.4	>94.0	>95.0	>96.0
CUST TRBL RPTS/100 AL	4.30	3.54	4.10	4.16	4.01								4.02	<4.80	<4.30	<3.70
% REPEATED TRBL RPTS	24.4	23.9	23.9	23.3	23.7								23.8	<21.7	<20.8	<19.8
Overall Performance:																
% CPS EXCELLENT	53.3	55.3	53.6	54.0	54.9								54.2	>55.0	>57.5	>60.0

NA = Not Applicable

Shaded Numbers = YTD Avg Below 'Meets Expectations'

06/13/97

1997

SPRINT/SOUTHERN OPERATIONS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	1997 YTD AVG	<div> '97 OBJECTIVE MEETS EXCEEDS EXCELLENT </div>		
Responsiveness:																
Repair																
% ANSWERED/20 SEC	90.5	93.0	93.2	92.2	87.6								91.3	>90.0	>91.9	>94.0
% ACCESSIBILITY	98.3	99.0	100.0	99.0	99.3								99.1	≥96.5	>98.0	>99.4
% COMMIT MET	93.8	94.5	96.0	96.8	97.3								95.6	>92.5	>93.9	>95.3
AVG REC TO CLEAR	11.2	10.4	10.3	9.6	10.5								10.4	<11.6	<10.4	<9.2
Business Office																
% ANSWERED/20 SEC	76.1	86.2	84.8	85.7	85.4								83.5	>80.0	>87.1	>88.2
% ACCESSIBILITY	99.9	100.0	99.9	99.7	96.3								99.2	≥96.5	>98.0	>99.4
Installation																
% COMMIT MET	98.7	98.7	99.1	99.4	99.4								99.1	>98.8	>99.4	>99.6
AVG COMPL DAYS W/O 'R'	6.2	3.8	3.5	3.8	3.6								4.2	NA	NA	NA
AVG COMPL DAYS W 'R'	13.5	10.5	9.4	10.3	10.2								10.9	NA	NA	NA
Reliability:																
% INSTAL W/O REPAIR	92.1	93.5	93.3	94.0	94.4								93.5	>94.0	>95.0	>96.0
CUST TRBL RPTS/100 AL	3.24	2.71	2.86	2.75	2.42								2.79	<3.90	<3.50	<3.20
% REPEATED TRBL RPTS	20.1	20.3	20.1	19.0	19.1								19.8	<20.8	<19.9	<18.9
Overall Performance:																
% CPS EXCELLENT	51.9	57.2	55.8	58.6	58.1								56.3	>55.0	>57.5	>60.0

NA = Not Applicable

Shaded Numbers = YTD Avg Below 'Meets Expectations'

1997

SPRINT/NORTH CENTRAL OPERATIONS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	1997 YTD AVG	<div> '97 OBJECTIVE MEETS EXCEEDS EXCELLENT </div>		
Responsiveness:																
Repair																
% ANSWERED/20 SEC	92.7	92.8	92.3	92.3	89.7								91.9	≥90.0	>94.6	>95.7
% ACCESSIBILITY	98.2	99.1	99.5	99.0	92.5								97.6	>96.8	>98.2	>99.5
% COMMIT MET	92.9	93.9	93.8	93.5	94.0								93.6	>88.4	>89.9	>91.3
AVG REC TO CLEAR	13.6	13.0	13.1	12.3	11.3								12.6	<12.9	<11.7	<10.6
Business Office																
% ANSWERED/20 SEC	88.8	88.3	89.9	89.9	90.5								89.5	>84.4	>87.5	>90.6
% ACCESSIBILITY	98.6	99.3	99.8	100.0	99.3								99.3	>94.5	>97.5	=100.0
Installation																
% COMMIT MET	98.4	98.7	98.7	98.6	98.6								98.6	>98.0	>98.3	>98.6
AVG COMPL DAYS W/O 'R'	5.7	3.9	4.0	3.7	3.7								4.2	NA	NA	NA
AVG COMPL DAYS W 'R'	9.1	7.4	7.2	8.3	7.7								8.0	NA	NA	NA
Reliability:																
% INSTAL W/O REPAIR	92.2	92.0	92.9	93.6	93.5								92.9	>93.0	>94.0	>95.0
CUST TRBL RPTS/100 AL	2.64	2.16	2.39	2.51	2.68								2.48	<3.50	<3.20	<2.90
% REPEATED TRBL RPTS	19.4	18.8	19.0	17.6	18.5								18.7	<22.8	<21.6	<20.4
Overall Performance:																
% CPS EXCELLENT	51.8	52.6	50.2	54.4	54.0								52.6	>55.0	>57.5	>60.0

NA = Not Applicable

Shaded Numbers = YTD Avg Below 'Meets Expectations'

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1997

SPRINT/WESTERN OPERATIONS (TOTAL)

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	1997 YTD AVG	<div> '97 OBJECTIVE MEETS EXCEEDS EXCELLENT </div>		
Responsiveness:																
Repair																
% ANSWERED/20 SEC	86.6	87.1	90.2	90.2	90.4								88.9	>90.3	>92.4	>95.0
% ACCESSIBILITY	94.2	95.9	98.2	96.1	98.8								96.6	>92.2	>94.9	>97.9
% COMMIT MET	89.0	93.8	93.8	93.6	93.0								92.6	>87.7	>89.6	>92.2
AVG REC TO CLEAR	14.6	11.8	12.0	12.4	13.0								12.8	<12.2	<11.2	<9.7
Business Office																
% ANSWERED/20 SEC	85.0	76.1	72.2	69.7	55.8								71.9	>82.8	>84.9	>88.3
% ACCESSIBILITY	98.7	98.3	96.1	95.6	87.3								95.0	>94.7	>96.4	>99.2
Installation																
% COMMIT MET	97.5	98.0	97.9	97.8	97.4								97.7	>98.1	>98.4	>98.7
AVG COMPL DAYS W/O 'R'	7.9	4.3	3.5	4.1	4.4								4.8	NA	NA	NA
AVG COMPL DAYS W 'R'	8.9	7.0	6.9	7.5	7.0								7.4	NA	NA	NA
Reliability:																
% INSTAL W/O REPAIR	88.9	89.2	89.6	94.5	90.5								90.6	>95.0	>95.9	>97.0
CUST TRBL RPTS/100 AL	3.29	2.87	3.12	3.28	3.39								3.19	<3.40	<3.17	<2.90
% REPEATED TRBL RPTS	22.4	22.9	23.8	23.8	23.7								23.3	<21.9	<21.3	<20.5
Overall Performance:																
% CPS EXCELLENT	46.9	48.7	47.9	50.0	49.0								48.5	>50.0	>52.0	>55.0

NA = Not Applicable

Shaded Numbers = YTD Avg Below 'Meets Expectations'

1997

SPRINT/WESTERN OPERATIONS-MIDWEST

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	1997 YTD AVG	'97 OBJECTIVE MEETS EXCEEDS EXCELLENT		
Responsiveness:																
Repair																
% ANSWERED/20 SEC	87.3	87.2	91.5	90.9	91.7								89.8	≥90.0	>93.5	>95.6
% ACCESSIBILITY	91.4	93.8	97.2	94.1	98.2								94.9	>95.0	>97.3	>99.9
% COMMIT MET	90.0	95.3	94.2	94.1	93.3								93.4	>90.0	>92.7	>94.3
AVG REC TO CLEAR	14.7	12.3	12.9	13.3	14.0								13.5	<13.9	<12.6	<11.2
Business Office																
% ANSWERED/20 SEC	92.2	91.7	89.8	90.4	77.2								88.4	>89.1	>90.0	>91.0
% ACCESSIBILITY	97.5	96.0	91.3	89.6	72.5								88.7	>90.5	>94.5	>98.5
Installation																
% COMMIT MET	98.1	98.5	98.6	98.8	98.5								98.5	>98.2	>98.5	>98.8
AVG COMPL DAYS W/O 'R'	2.9	2.7	2.7	2.9	2.8								2.8	NA	NA	NA
AVG COMPL DAYS W 'R'	5.5	5.2	5.0	5.0	4.9								5.1	NA	NA	NA
Reliability:																
% INSTAL W/O REPAIR	86.8	87.2	89.0	100.0	90.3								91.0	>95.0	>96.0	>97.0
CUST TRBL RPTS/100 AL	3.92	3.60	3.77	3.96	4.23								3.90	<4.00	<3.70	<3.40
% REPEATED TRBL RPTS	22.9	23.3	24.6	23.7	23.6								23.6	<22.2	<21.4	<20.5
Overall Performance:																
% CPS EXCELLENT	46.3	48.6	49.4	51.8	50.0								49.2	>50.0	>52.5	>55.0

NA = Not Applicable

Shaded Numbers = YTD Avg Below 'Meets Expectations'

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1997

SPRINT/WESTERN OPERATIONS-NEVADA/NORTHWEST

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	1997 YTD AVG	'97 OBJECTIVE MEETS EXCEEDS EXCELLENT		
Responsiveness:																
Repair																
% ANSWERED/20 SEC	85.4	86.9	87.7	88.8	87.7								87.3	≥90.6	>92.6	>94.7
% ACCESSIBILITY	100.0	100.0	100.0	100.0	100.0								100.0	>89.5	>94.0	>96.3
% COMMIT MET	87.6	91.3	93.3	92.8	92.5								91.5	>85.4	>87.7	>90.1
AVG REC TO CLEAR	14.5	11.0	10.7	11.1	11.4								11.8	<10.5	<9.3	<8.1
Business Office																
% ANSWERED/20 SEC	80.1	65.1	59.6	56.2	42.5								60.7	≥76.4	>81.0	>85.6
% ACCESSIBILITY	99.6	100.0	99.9	99.9	99.9								99.9	>98.9	>99.4	=100.0
Installation																
% COMMIT MET	97.0	97.5	97.2	96.8	96.5								97.0	>98.1	>98.3	>98.6
AVG COMPL DAYS W/O 'R'	10.5	5.2	4.0	4.7	5.0								5.9	NA	NA	NA
AVG COMPL DAYS W 'R'	14.9	9.9	9.8	11.7	10.6								11.3	NA	NA	NA
Reliability:																
% INSTAL W/O REPAIR	90.5	90.7	90.0	90.1	90.6								90.4	>95.0	>96.0	>97.0
CUST TRBL RPTS/100 AL	2.66	2.15	2.48	2.61	2.56								2.49	<2.80	<2.70	<2.50
% REPEATED TRBL RPTS	21.8	22.2	22.7	24.0	23.8								22.9	<21.6	<21.1	<20.5
Overall Performance:																
% CPS EXCELLENT	48.0	48.9	45.5	47.0	47.3								47.3	>50.0	>52.5	>55.0

NA = Not Applicable

Shaded Numbers = YTD Avg Below 'Meets Expectations'

06/13/97

1997

SPRINT/LTD SYSTEM

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	1997 YTD AVG	'97 OBJECTIVE MEETS EXCEEDS EXCELLENT		
Responsiveness:																
Repair																
% ANSWERED/20 SEC	90.6	91.6	91.7	91.4	89.9								91.0	≥89.0	>93.0	≥94.7
% ACCESSIBILITY	97.8	98.6	99.5	98.6	97.5								98.4	≥95.0	>98.0	≥99.5
% COMMIT MET	90.8	93.0	92.5	93.6	93.5								92.7	≥86.0	>91.3	≥94.0
AVG REC TO CLEAR	13.8	12.0	12.7	11.7	12.0								12.5	≤14.0	<11.6	≤10.0
Business Office																
% ANSWERED/20 SEC	82.3	83.5	78.1	75.4	62.3								76.3	≥82.0	>88.0	≥91.0
% ACCESSIBILITY	97.5	98.2	91.8	92.2	67.4								87.8	≥92.0	>96.8	≥99.2
Installation																
% COMMIT MET	98.5	98.6	98.6	98.5	98.4								98.5	≥98.0	>98.8	≥99.2
AVG COMPL DAYS W/O 'R'	6.9	4.1	3.8	3.9	3.9								4.5	NA	NA	NA
AVG COMPL DAYS W 'R'	10.5	8.3	7.9	8.3	8.0								8.6	NA	NA	NA
Reliability:																
% INSTAL W/O REPAIR	89.9	90.2	91.4	93.1	92.2								91.4	≥94.0	>96.0	≥97.0
CUST TRBL RPTS/100 AL	3.42	2.86	3.17	3.22	3.16								3.17	≤3.80	<3.40	≤3.20
% REPEATED TRBL RPTS	22.1	21.9	22.2	21.5	21.8								21.9	≤22.5	<20.5	≤19.5
Overall Performance:																
% CPS EXCELLENT	50.7	52.9	51.3	53.8	53.5								52.5	≥53.0	>56.6	≥58.5

NA = Not Applicable

Shaded Numbers = YTD Avg Below 'Meets Expectations'

SPRINT LTD 1997 SERVICE MEASURES

Service Measures	Definition/Calculation	Source	Value Added
Responsiveness:			
Repair			
% Answered in 20 Seconds	Percent of calls answered within 20 seconds divided by the total calls answered plus abandoned calls. Does not include IVR time.	ACD Report	Measures how consistently customer calls are answered in the Repair Center.
% Accessibility	Calculation is the number of completed calls divided by the number of attempts. Trunk blockage at all Central Offices that are routing traffic.	ACD Report	Measures percentage of calls able to reach a Repair Bureau.
% Commitments Met	Calculation includes all customer reports (CAT 1,2,5,6), regulated and deregulated, residence and simple business (COS 11-24); includes no access. Based on arrival date/time (if not blank); if arrival date/time is blank, then cleared date/time is compared to commit date/time. Arrival time should be entered on all dispatched tickets. Arrival time is defined as the time a technician begins working on the trouble report either at a pole, pedestal, central office, terminal, house, etc.	705 Report	Measures ability to meet repair dates and times given to customers (includes no access).
Avg Receive to Clear	Average time from receive to clear on trouble tickets. Calculation includes all customer reports (CAT 1,2,5,6) regulated and deregulated activity, for residence and simple business (COS 11-24), including no access.	705 Report	When used with Commitments Met-Repair, measures responsiveness timeframe. Also will be used with CPS to establish optimum customer-desired timeframes.
Business Office			
% Answered in 20 Seconds	Percent of calls answered within 20 seconds divided by the total calls answered plus abandoned calls. Does not include IVR time.	ACD Report	Measures how consistently customer calls are answered in the Business Office.
% Accessibility	Calculation is the number of completed calls divided by the number of attempts. Trunk blockage at all Central Offices that are routing traffic.	ACD Report	Measures percentage of calls able to reach a Business Office.

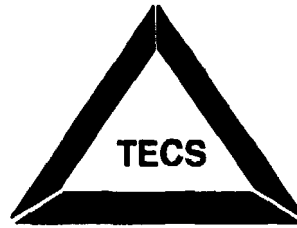
SPRINT LTD 1997 SERVICE MEASURES

Service Measures	Definition/Calculation	Source	Value Added
Installation			
% Commitments Met- Service Orders	Percent of commitments met on service requests (N,T,C,D, F service orders). Calculation is due dates met divided by total orders (includes residence and simple business).	SOE292 Report	Measures ability to meet customer expectations on service installations.
Avg Days Service Order - Application to Completion Date	Measures new and transfer service requests (N&T service orders) from the application date to the completion date. No history is available so this will be a <u>tracking measure only</u> in 1997 to be used as a 1998 service measure. Two numbers will be tracked: (1) Orders without an 'R' suffix and, (2) Orders with an 'R' suffix.	Corporate Report developed in FOCUS	Measures ability to meet customer expectations on timeframes with Commitments Met-Service Orders.
Reliability:			
% of Installed Orders Without Repair in First 5 Days	New and transfer service requests (N,T service orders) without repair reports. Calculation is N,T orders without repair reports (Cat 1,2,5,6) in five days divided by total N & T orders.	Corporate Report developed in FOCUS	Measures reliability of installation process both automated and trip required.
Customer Trouble Reports Per 100 Access Lines	Number of customer repair reports per 100 access lines. Calculation includes regulated and deregulated (Cat 1,2, 5,6 reports) activity for residence and simple business accounts (COS 11-24), includes no access.	705 Report	Measures number of troubles reported by customers (includes no access).
% Repeat Reports	Percent of telephone numbers that had one or more trouble reports within 30 days of an initial report. Calculation includes regulated and deregulated activity for residence and simple business accounts (COS 11-24), includes no access (Cat 1,2,5,6 reports).	705 Report	Measures reliability of repair process (includes no access).

**SPRINT LTD
1997 SERVICE MEASURES**

Service Measures	Definition/Calculation	Source	Value Added
<i>Overall Performance:</i>			
% CPS Excellent Overall Performance	This is the percentage of customers identified in question number 1 in the CPS survey that rate Sprint LTD as excellent. Includes installation and repair activity. Does not include SRS contacts.	CPS Survey	Measures Sprint's overall performance with repair and installation customer contacts.

TECS Key Measures

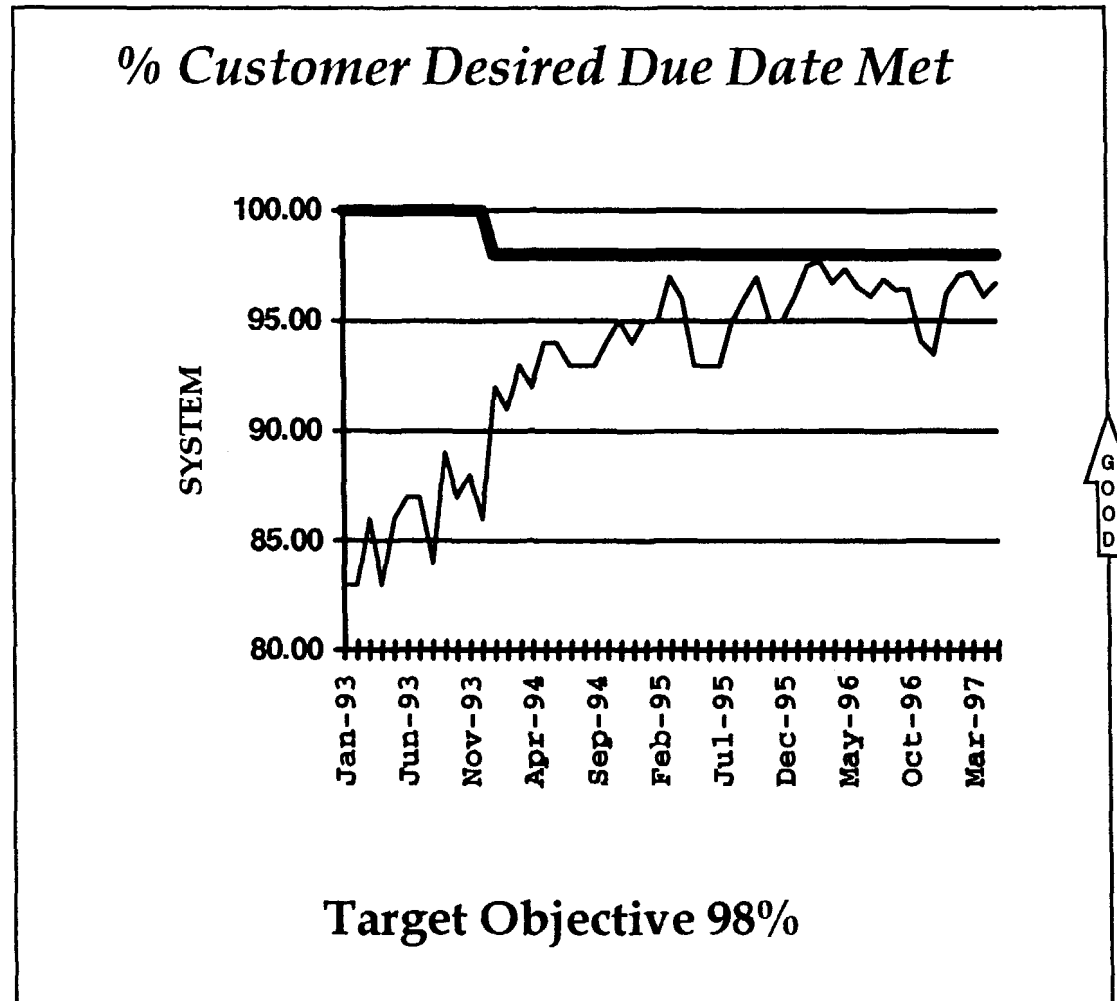


Tracking Exceptional Customer Satisfaction

1997 KEY MEASUREMENTS

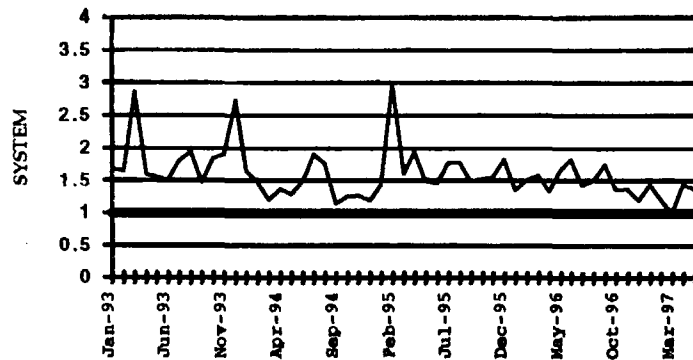
- **% ASRs Completed by Customer Desired Due Date**
The number ASRs in the reporting period completed by the customer desired due date on the ASR or missed due to customer or connecting company, divided by the total number of ASRs completed in the reporting period.
Target Objective = 98%
- **Special Access Failure Frequency**
The number of customer-generated special access trouble reports encountered during the measurement period divided by the total number of circuits.
Target Objective = Hicap 1%, Other 1.5%
- **Special Access Failure Interval**
The average interval, expressed in hours to the nearest tenth, from receipt of the special access trouble report until the time that the access service trouble is cleared with the interexchange customer.
Target Objective = 2 hours
- **Switched Incidents**
The number of network incidents that blocked more than 5000 upchain calls.
Target Objective = No more than 12 incidents across the nation each year.
- **PIC Activation Interval**
The number of PIC change requests worked through the switch within 24 hours from receipt, divided by the total number of PIC change requests.
Target Objective = 98%
- **PIC Accuracy**
The number of toll records with a CIC that matches the CRB billing records, divided by the total number of toll records.
Target Objective = 99%
- **% Current Usage**
The percent of switched access minutes of use (MOU) billed in the current cycle divided by the total minutes of use billed in the current cycle.
Target Objective = 99%

Sprint LTD Access Key Results

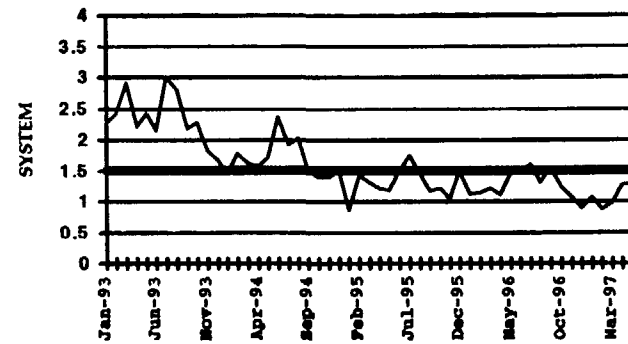


Sprint LTD Access Key Results

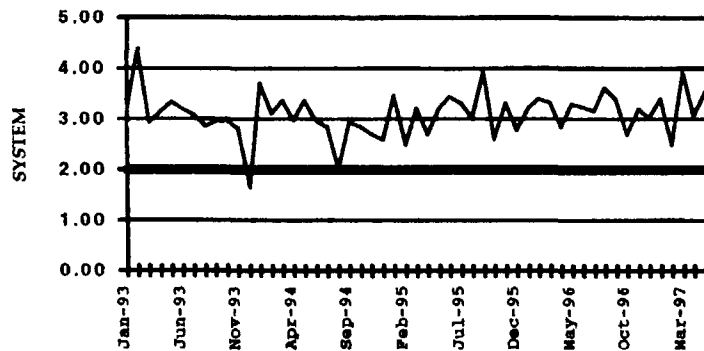
Failure Frequency - hicap



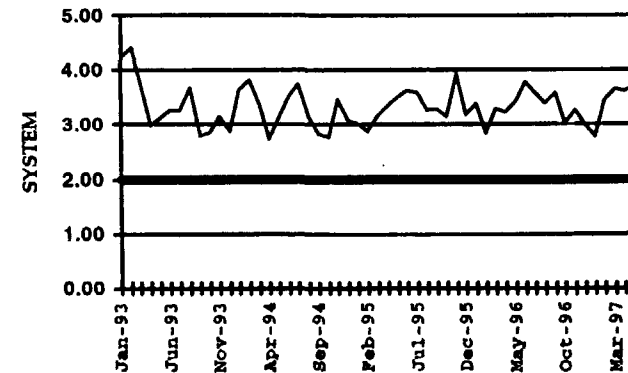
Failure Frequency - other



Failure Interval - hicap



Failure Interval - other



GOOD

GOOD

Run Date: Jun 12, 1997
Time: 4:44PM

1997 Carrier Customer Expectation Performance Report

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May Performance

Measure	SO	MAT	NCO	WO	SYS
MRP#2: CDDD Met	97.53%	98.23%	99.18%	93.45%	96.72%
MRP#20: Failure Frequency					
Hicap	1.35%	1.83%	0.78%	1.60%	1.38%
All Others	1.40%	1.04%	0.96%	1.70%	1.30%
MRP#21: Failure Interval					
Hicap	3.59	4.91	3.07	2.58	3.54
All Others	3.42	4.08	5.01	3.16	3.70
MRP#31: Network Incidents					
>5000 Blocked Calls	0.00	0.00	0.00	0.00	0.00
MRP#191: PIC Activations	NM	NM	NM	NM	NM
MRP#43: PIC Accuracy	99.44%	99.87%	99.65%	99.61%	99.64%
MRP#46: % Current Usage	99.96%	98.11%	98.82%	98.80%	98.93%

January Through May Average Performance

Measure	SO	MAT	NCO	WO	SYS
MRP#2: CDDD Met	96.45%	98.25%	99.35%	93.81%	96.66%
MRP#20: Failure Frequency					
Hicap	1.44%	1.04%	0.84%	1.76%	1.29%
All Others	1.43%	0.95%	0.71%	1.32%	1.10%
MRP#21: Failure Interval					
Hicap	2.74	4.08	3.20	3.28	3.28
All Others	2.94	4.31	4.67	2.85	3.45
MRP#31: Network Incidents					
>5000 Blocked Calls					5.00
MRP#191: PIC Activations					
MRP#43: PIC Accuracy	99.65%	99.91%	99.68%	99.69%	99.74%
MRP#46: % Current Usage	99.93%	99.04%	98.20%	96.97%	98.59%

Run Date: Jun 12, 1997
Time: 4:34PM

1997 Carrier Customer Expectation Performance Report
Sprint Mid-Atlantic Operations

/ARS999/001
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Measure	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG	TO	GAP
MRP#2: CDDD Met	99.64%	97.55%	97.42%	98.24%	98.23%								98.25%	98.00%	0.23%
MRP#20: Failure Frequency															
Hicap	0.64%	0.83%	0.68%	1.16%	1.83%								1.04%	1.00%	-0.83%
All Others	0.78%	0.78%	0.91%	1.27%	1.04%								0.95%	1.50%	0.46%
MRP#21: Failure Interval															
Hicap	3.35	4.12	3.78	3.25	4.91								4.08	2.00	-2.91
All Others	4.06	3.91	4.95	4.43	4.08								4.31	2.00	-2.08
MRP#31: Network Incidents															
>5000 Blocked Calls	0.00	0.00	0.00	0.00	0.00										
MRP#191: PIC Activations	NM	NM	NM	NM	NM									98.00%	
MRP#43: PIC Accuracy	99.96%	99.95%	99.93%	99.85%	99.87%								99.91%	99.00%	0.87%
MRP#46: % Current Usage	99.58%	99.48%	99.17%	98.88%	98.11%								99.04%	99.00%	-0.89%

Note: The GAP field measures the GAP against the current Month's data.

A negative gap indicates a need for improvement.

Note: AVG field is calculated based on Root Data.

Note: NA = Not Applicable

NM = Not Measured

NDA = No Data Available

Run Date: Jun 12, 1997
Time: 4:42PM

1997 Carrier Customer Expectation Performance Report
Sprint North Central Operations

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Measure	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG	TO	GAP
MRP#2: CDDD Met	99.31%	99.59%	99.81%	98.90%	99.18%								99.35%	98.00%	1.18%
MRP#20: Failure Frequency															
Hicap	1.08%	0.97%	0.57%	0.82%	0.78%								0.84%	1.00%	0.22%
All Others	0.53%	0.68%	0.58%	0.78%	0.96%								0.71%	1.50%	0.54%
MRP#21: Failure Interval															
Hicap	4.62	1.57	3.23	3.64	3.07								3.20	2.00	-1.07
All Others	4.04	4.52	4.90	4.70	5.01								4.67	2.00	-3.01
MRP#31: Network Incidents															
>5000 Blocked Calls	0.00	1.00	1.00	1.00	0.00										
MRP#191: PIC Activations	NM	NM	NM	NM	NM									98.00%	
MRP#43: PIC Accuracy	99.72%	99.69%	99.68%	99.68%	99.65%								99.68%	99.00%	0.65%
MRP#46: % Current Usage	98.43%	97.61%	97.32%	98.81%	98.82%								98.20%	99.00%	-0.18%

Note: The GAP field measures the GAP against the current Month's data.
A negative gap indicates a need for improvement.

Note: AVG field is calculated based on Root Data.

Note: NA = Not Applicable

NM = Not Measured

NDA = No Data Available

Run Date: Jun 12, 1997
Time: 4:33PM

1997 Carrier Customer Expectation Performance Report
Sprint Southern Operations

/ARS999/001
Page 1

Measure	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG	TO	GAP
MRP#2: CDDD Met	93.94%	95.68%	97.03%	97.93%	97.53%								96.45%	98.00%	-0.47%
MRP#20: Failure Frequency															
Hicap	1.73%	1.86%	0.66%	1.65%	1.35%								1.44%	1.00%	-0.35%
All Others	1.92%	1.26%	1.05%	1.47%	1.40%								1.43%	1.50%	0.10%
MRP#21: Failure Interval															
Hicap	2.48	2.56	3.07	2.34	3.59								2.74	2.00	-1.59
All Others	2.39	3.31	2.91	2.94	3.42								2.94	2.00	-1.42
MRP#31: Network Incidents															
>5000 Blocked Calls	2.00	0.00	0.00	0.00	0.00										
MRP#191: PIC Activations	NM	NM	NM	NM	NM									98.00%	
MRP#43: PIC Accuracy	99.73%	99.72%	99.70%	99.67%	99.44%								99.65%	99.00%	0.44%
MRP#46: % Current Usage	99.68%	99.99%	100.00%	99.98%	99.96%								99.93%	99.00%	0.96%

Note: The GAP field measures the GAP against the current Month's data.
A negative gap indicates a need for improvement.

Note: AVG field is calculated based on Root Data.

Note: NA = Not Applicable

NM = Not Measured

NDA = No Data Available

Run Date: Jun 12, 1997
Time: 4:44PM

1997 Carrier Customer Expectation Performance Report
Sprint Western Operations

/ARS999/001
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Measure	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG	TO	GAP
MRP#2: CDDD Met	93.16%	96.01%	95.58%	91.43%	93.45%								93.81%	98.00%	-4.55%
MRP#20: Failure Frequency															
Hicap	2.11%	1.23%	1.82%	2.04%	1.60%								1.76%	1.00%	-0.60%
All Others	1.20%	0.88%	1.28%	1.52%	1.70%								1.32%	1.50%	-0.20%
MRP#21: Failure Interval															
Hicap	3.54	2.25	4.44	3.22	2.58								3.28	2.00	-0.58
All Others	2.14	2.77	2.90	3.09	3.16								2.85	2.00	-1.16
MRP#31: Network Incidents															
>5000 Blocked Calls	0.00	0.00	0.00	0.00	0.00										
MRP#191: PIC Activations	NM	NM	NM	NM	NM									98.00%	
MRP#43: PIC Accuracy	99.80%	99.73%	99.67%	99.64%	99.61%								99.69%	99.00%	0.61%
MRP#46: % Current Usage	96.30%	94.39%	97.06%	98.37%	98.80%								96.97%	99.00%	-0.20%

Note: The GAP field measures the GAP against the current Month's data.

A negative gap indicates a need for improvement.

Note: AVG field is calculated based on Root Data.

Note: NA = Not Applicable

NM = Not Measured

NDA = No Data Available

Run Date: Jun 12, 1997
Time: 4:44PM

1997 Carrier Customer Expectation Performance Report
Sprint LTD System Results

/AR9999/001
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Measure	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG	TO	GAP
MRP#2: CDDD Met	96.22%	97.07%	97.25%	96.13%	96.72%								96.66%	98.00%	-1.28%
MRP#20: Failure Frequency															
Hicap	1.43%	1.21%	0.99%	1.45%	1.38%								1.29%	1.00%	-0.38%
All Others	1.07%	0.88%	0.98%	1.27%	1.30%								1.10%	1.50%	0.20%
MRP#21: Failure Interval															
Hicap	3.40	2.50	3.95	3.06	3.54								3.28	2.00	-1.54
All Others	2.79	3.46	3.65	3.62	3.70								3.45	2.00	-1.70
MRP#31: Network Incidents															
>5000 Blocked Calls	2.00	1.00	1.00	1.00	0.00								5.00	12.00	12.00
MRP#191: PIC Activations	NM	NM	NM	NM	NM									98.00%	
MRP#43: PIC Accuracy	99.81%	99.78%	99.75%	99.72%	99.64%								99.74%	99.00%	0.64%
MRP#46: % Current Usage	98.55%	97.94%	98.48%	99.05%	98.93%								98.59%	99.00%	-0.07%

Note: The GAP field measures the GAP against the current Month's data.

A negative gap indicates a need for improvement.

Note: AVG field is calculated based on Root Data.

Note: NA = Not Applicable

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NDA = No Data Available

APPENDIX B

EXCERPTS FROM CENTEL ILLINOIS/MCI METRO AGREEMENT

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ATTACHMENT IX

PERFORMANCE STANDARDS REPORTING AND REMEDIES

Section 1. General

1.1 Sprint shall satisfy all service standards, intervals, measurements, specifications, performance requirements, technical requirements, and performance standards ("Performance Standards") that are specified in this Agreement or are required by law or regulation. In addition, Sprint's performance under this Agreement shall be provided to MCI, at a minimum, at Parity with the performance that Sprint provides itself for like service(s).

1.2 Sprint and MCI agree that generally remedies at law alone are inadequate to compensate MCI for any failures to meet the Performance Standard requirements specified in this Agreement, or for failures to provide Recorded Usage Data in accordance with this Agreement. Therefore, MCI shall have the right to seek injunctive relief and other equitable remedies to require Sprint: (i) to cause the service ordered by MCI to meet the Performance Standards specified by the Agreement; (ii) install or provision service ordered by MCI within the due dates specified in this Agreement; and (iii) to provide Recorded Usage Data in accordance with this Agreement.

1.3 Sprint and MCI agree that all financial remedies available to end user and access customers for same or like services will be offered to MCI. At such time that state or federal commission-approved credits/financial remedies are put in place between Sprint and any of its affiliates or CLEC customers or, between MCI and Ameritech, the Parties agree to amend this Agreement to incorporate such arrangements.

Section 2. Parity and Quality Measurements

2.1 Sprint shall provide to MCI, at a minimum, the comparative reports described in this Attachment IX on a monthly basis. The Implementation Plan in Part A shall establish the time frames for implementing these reports. These reports shall compare Sprint's results with MCI's results and other CLECs' results, and may be presented by state, area code, NXX, product feature, end office and/or any other agreed manner as determined through the Implementation Plan process.

2.2 Sprint will develop and implement the following measures:

2.2.1 Pre-Ordering/Ordering/Provisioning